ACCEPTABLE USE POLICY
Last updated September 4, 2025

This Acceptable Use Policy ("**Policy**") is part of our **Terms and Conditions** and should therefore be read alongside our main Terms and Conditions. If you do not agree with these Terms and Conditions, please refrain from using our platform or the services provided by First Air. Your continued use of our platform and/or services implies acceptance of these Terms and Conditions.

Please carefully review this Policy which applies to any and all:

a. uses of our Platform and Services (as defined in "Terms and conditions")
b. forms, materials, consent tools, comments, post, and all other content available on the Platform ("**Content**")

WHO WE ARE
We are FirstAir, Inc ("**Company**," "**we**," "**us**," or "**our**") a nonprofit corporation incorporated in Delaware, with a mailing address of 7901 4th St. N, Ste 300, St Petersburg, FL, 33702, USA. We provide global medical air transportation services (the "**Services**"). In furtherance of the Services we operate the website https://firstair.org (the "**Website**"), the mobile application First Air (the "**App**") (collectively, the **"Platform"**).

USE OF THE PLATFORM AND/OR THE SERVICES
When you use the Platform and/or Services, you warrant that you will comply with this Policy and with all applicable laws.

You also acknowledge that you may not:

1. Systematically retrieve data or other content from the Platform to create or compile, directly or indirectly, a collection, compilation, database, or directory without written permission from us.
2. Make any unauthorized use of the Platform, including collecting usernames and/or email addresses of users by electronic or other means for the purpose of sending unsolicited email, or creating user accounts by automated means or under false pretenses.
3. Circumvent, disable, or otherwise interfere with security-related features of the Platform, including features that prevent or restrict the use or copying of any Content

or enforce limitations on the use of the Platform and/or the Content contained therein.

4. Engage in unauthorized framing of or linking to the Platform.
5. Trick, defraud, or mislead us and other users, especially in any attempt to learn sensitive account information such as user passwords.
6. Make improper use of our Platform and/or Services, including our support services or submit false reports of abuse or misconduct.
7. Engage in any automated use of the Platform, such as using scripts to send comments or messages, or using any data mining, robots, or similar data gathering and extraction tools.
8. Interfere with, disrupt, or create an undue burden on the Platform or the networks or the Platform connected.
9. Attempt to impersonate another user or person or use the username of another user.
10. Use any information obtained from the Platform and/or Services in order to harass, abuse, or harm another person.
11. Use the Platform and/or Services as part of any effort to compete with us or otherwise use the Platform and/or Services and/or the Content for any revenue-generating endeavor or commercial enterprise.
12. Decipher, decompile, disassemble, or reverse engineer any of the software comprising or in any way making up a part of the Platform, except as expressly permitted by applicable law.
13. Attempt to bypass any measures of the Platform designed to prevent or restrict access to the Platform, or any portion of the Platform.
14. Harass, annoy, intimidate, or threaten any of our employees or agents engaged in providing any portion of the Services to you.
15. Delete the copyright or other proprietary rights notice from any Content.
16. Copy or adapt the Platform's software, including but not limited to Flash, PHP, HTML, JavaScript, or other code.
17. Upload or transmit (or attempt to upload or to transmit) viruses, Trojan horses, or other material, including excessive use of capital letters and spamming (continuous posting of repetitive text), that interferes with any party's uninterrupted use and enjoyment of the Platform or modifies, impairs, disrupts, alters, or interferes with the use, features, functions, operation, or maintenance of the Platform.
18. Upload or transmit (or attempt to upload or to transmit) any material that acts as a passive or active information collection or transmission mechanism, including without limitation, clear graphics interchange formats ("gifs"), 1×1 pixels, web bugs, cookies, or other similar devices (sometimes referred to as "spyware" or "passive collection mechanisms" or "pcms").
19. Except as may be the result of standard search engine or Internet browser usage, use, launch, develop, or distribute any automated system, including without limitation, any spider, robot, cheat utility, scraper, or offline reader that accesses the Platform, or using or launching any unauthorized script or other software.
20. Disparage, tarnish, or otherwise harm, in our opinion, us and/or the Platform and/or Services.

21. Use the Platform and/or Services in a manner inconsistent with any applicable laws or regulations.

CONSEQUENCES OF BREACHING THIS POLICY
The consequences for violating our Policy will vary depending on the severity of the breach as well as other factors, by way of example:

We may, in some cases, give you a warning, however, if your breach is serious or if you continue to breach our Terms and Conditions and this Policy, we have the right to suspend or terminate your access to and use of our Platform and Services and, if applicable. We may also notify law enforcement or issue legal proceedings against you when we believe that there is a genuine risk to an individual or a threat to public safety.

We exclude our liability for all action we may take in response to any of your breaches of this Policy.

HOW CAN YOU CONTACT US ABOUT THIS POLICY?
If you have any further questions or comments, you may contact us at:

First Air, Inc.
7901 4th St. N, Ste 300
St Petersburg, FL, 33702, USA
Phone: (781) 664-9000
Email: info@firstair.org